



City of Waukesha
201 Delafield Street
Waukesha, WI 53188
Tel: 262.542.3700
waukesha-wi.gov

City of Waukesha Cover Sheet

Committee: Information Technology Board	Meeting Date: 11/05/2025
ID Number: 25-02441	Ordinance/Resolution Number (if applicable):
Name of Submitter: Chris Pofahl	Target Next Board/Council Meeting Date: 11/18/2025
Agenda Item Title: Review and possible action on amending the Central Square master service agreement to include their Records Management System.	

Issue Before the Board/Council: The Police department has chosen Central Square RMS solution. This is a consideration of a contract amendment with Central Square to include their RMS.
Options & Alternatives: N/A
Additional Details: The Computer-Aided Dispatch and Law Records Management System (CAD/LRMS) project was approved during the 2023 CIP process. In June of this year, the contract for the CAD component was awarded to CentralSquare. At that time, the City considered selecting a different vendor for the LRMS. Initial research indicated that using a separate LRMS vendor could be operationally feasible; however, during contract negotiations, it became clear that doing so would not be financially practical. CentralSquare subsequently agreed to honor their Best and Final Offer (BAFO) from November 2024. The City has since negotiated the Statement of Work, and the LRMS scope has been incorporated into the Master Service Agreement.



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What is the Strategic Plan Priority this item relates to:

This project aligns with the City's Strategic Priority of Service Excellence, supporting efforts to deliver efficient and effective public safety services through modern technology and improved operational coordination.

What impact will this item have on the Strategic Plan Priority?

The CAD/RMS project advances the City's Service Excellence priority by improving the efficiency, accuracy, and coordination of public safety operations. A fully integrated system enhances how dispatchers, officers, and administrative staff access and share information in real time, leading to faster response times, better decision-making, and more reliable reporting.

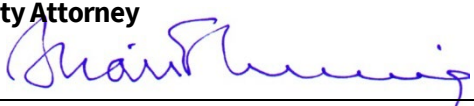
Financial Remarks:

The first-year costs, which include software licensing, implementation, and training services, total \$926,569.52, which includes 10 years of interface maintenance, and will be paid according to the schedule in the . The first-year subscription fee of \$98,800.00 for RMS and Centerline AI is due upon delivery. Annual subscription costs will remain flat for Years 1 through 5, with a 3% annual increase applied in Years 6 through 8.

Suggested Motion:

Motion to approve the amendment to the agreement with CentralSquare Technologies to include the Law Records Management System (LRMS) module, in the amount of \$926,569.52.

Reviewed By:

Finance Director Joseph P. Ciurro	Date Reviewed 10/29/2025
City Attorney 	Date Reviewed 29 Oct 2025
City Administrator Anthony Brown	Date Reviewed 10/30/2025